

# Moving on from response rates: linking patient level ambulance data to ED, Hospital and survival data to assess quality and performance

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June 2014

## The problem:

The ambulance service have no information about what happens beyond the prehospital phase of care. This leads to process measures e.g. response rates being used as a proxy for quality of care

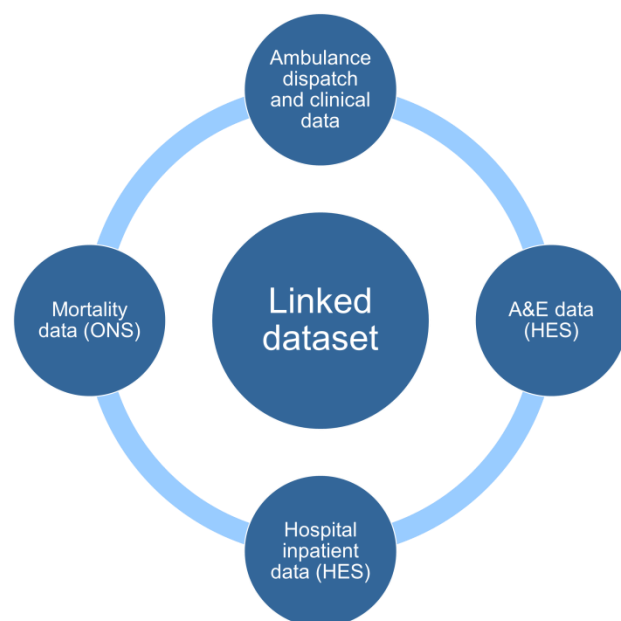
**Research aim:** to develop better ways of measuring the quality and performance of ambulance service care



*Pre-hospital Outcomes for Evidence Based Evaluation*

## The PhOEBE Research Programme

- 5 year NIHR research programme grant to develop better ways of measuring the performance, quality and impact of ambulance service care
- Identify and prioritise ambulance related outcome measures
- Create a new information source by linking together routinely collected data
- Use the linked dataset to build predictive models to assess what aspects of care can predict good or poor outcomes (mortality and non-mortality)
- Measure the effectiveness and quality of ambulance service care
- Assess the practical use of the measures and the linked data as a way to support quality improvement in the NHS
- Provide better information about effectiveness and quality of care



## Data linking methods

We developed a data linking methodology that was acceptable to patients and complied with information legislation. Data from two participating ambulance services was processed and linked to other routinely collected data through the NHS Health and Social Care Information Centre's Trusted Data Linkage Service, which is a designated safe haven for health information

## Conclusions

It is possible to link ambulance service data to subsequent care information. The new database can be used to support audit and research and to measure the impact of any new changes and innovations in how ambulance services provide care, to ensure continued improvements for patients. Allied to this we used consensus methods to develop a set of outcome measures for measuring the quality and performance of ambulance service care, which will be tested within the linked dataset using predictive models



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## Funding

This is a summary of independent research funded by the National Institute for Health Research (NIHR)'s Programme Grants for Applied Research (Grant Reference Number RP-PG-0609-10195). The views expressed are those of the authors and not necessarily those of the NHS, the NIHR or the Department of Health.